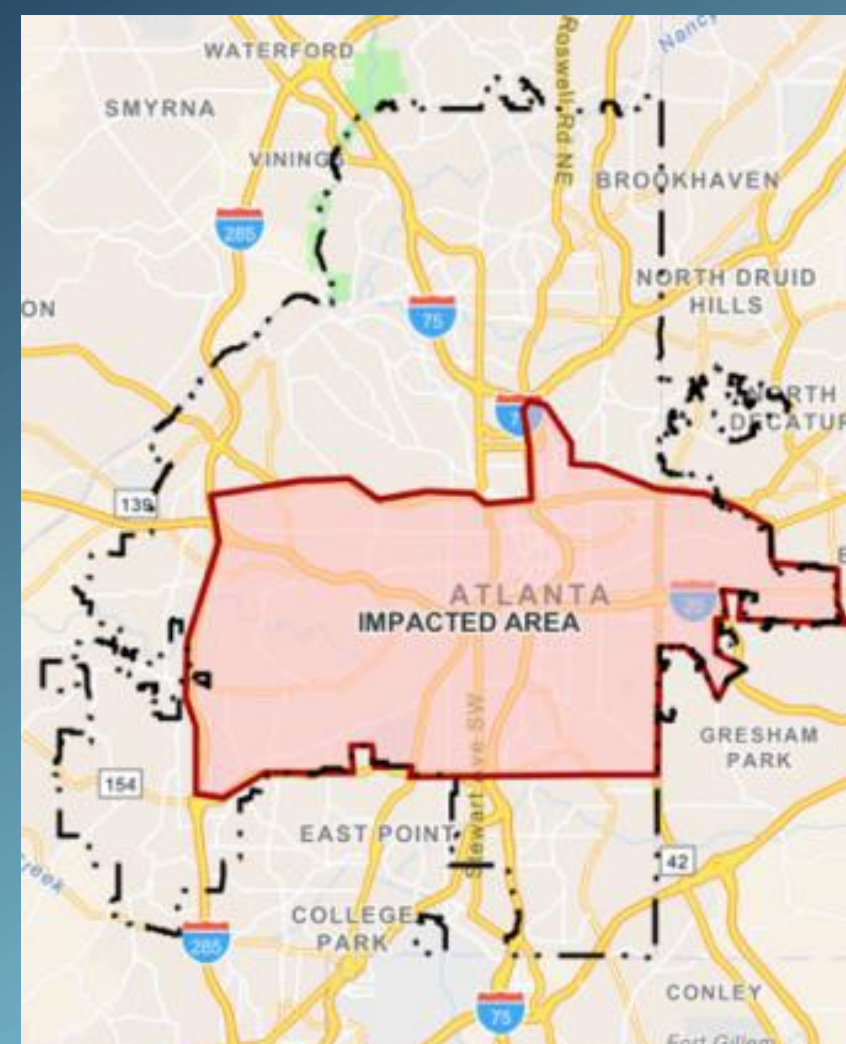




Oops, We had a leak/ GWCCA

GASFA Fall Conference  
September 19, 2024

# Major Water Main Break: 0837hrs on 5-31-2024



- Joseph E. Boone Blvd. at James P. Brawley Dr.
- 48" and 36" pipes needed emergency repairs
- 8 blocks west of GWCCA campus
- 1300 people in GWCC
- 900 people in Signia by Hilton Atlanta
- ~33 hours without water





# Campus Events

- National Community Schools & Family Conference on 5/31/2024 ~ 1,300 attendees remaining. Ended at 1330hrs.
- Sundresses & Seersuckers on 6/1/2024 ~8,000 attendees
- SCAD Graduation on 6/2/2024 ~3,000 attendees
- Atlanta United Match on 6/2/2024 ~68,500 attendees

# GWCCA Policy 1-107 Emergency Operations Plan

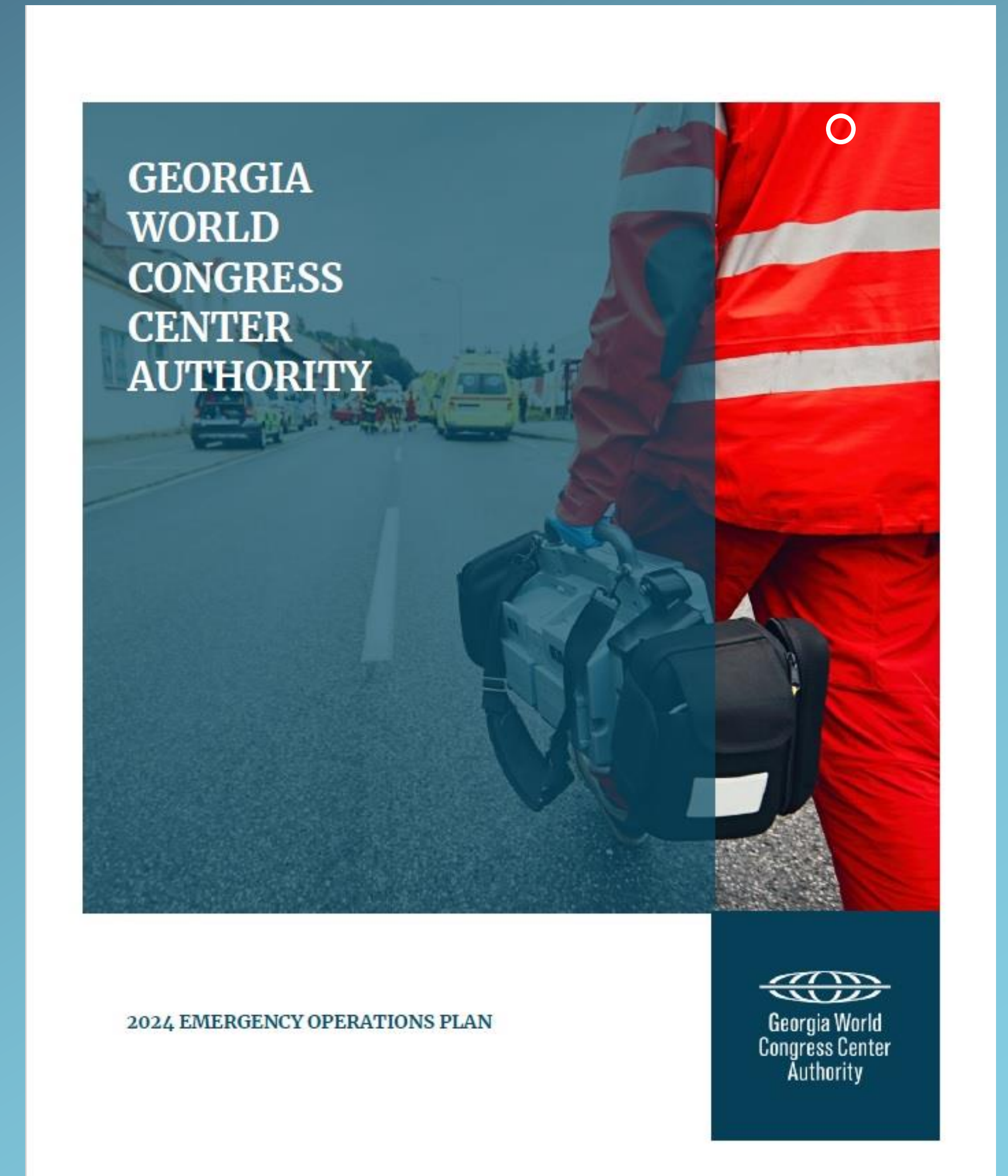
The Authority may adopt and implement an Emergency Operations Plan (“EOP”), which is intended to provide Authority staff, contractors, and customers with directives and guidelines for crisis planning and response. The EOP may not necessarily expressly cover every conceivable contingency situation but should supply the basic administrative guidelines necessary to manage many campus emergencies. The EOP should provide a baseline information for specific Incident Action Plans (“IAPs”).

The Authority’s Emergency Preparedness Manager, working in consultation with the Authority’s Director of Public Safety, shall present a draft of the Authority EOP to the Executive Director for approval. The Authority EOP shall take effect on written approval of the Executive Director. Only the Executive Director or the Executive Director’s designee(s) may approve exceptions to the requirements of the EOP (“Authorized Exceptions”). Subject to Policy 1-101, Policy 1-102, Policy 1-103, and Policy 1-104, to the extent that any directive of any officer or employee of the Authority (other than Authorized Exceptions) conflicts with any provision of the EOP, the EOP shall control.

The Office of Emergency Management, a division of the Authority Department of Public Safety, shall be responsible for annual review of the procedures with input from the Senior Director of Campus Operations, the Senior Director of Client and Guest Services, the Department of Public Safety, and other stakeholders on campus.



# GWCCA Emergency Operations Plan (EOP)



# EOP: Water Utility Failure Language

Water utility failures will be handled on a case-by-case basis depending on the expected duration and extent of the failure. Failures of the water system may require an evacuation or the initiation of a Fire Watch for the affected buildings. Water utility failures will likely cause plumbing issues (i.e. no flushing, water fountains, food preparation), which can become a critical issue. All decisions regarding proper response will be made jointly by GWCCA Department of Public Safety and Facility Management personnel.



# Emergency Operations Center (EOC)

Campus command, control, and coordination hub





# Timeline Review



# Initial Response: Major Activities and Actions

Date/Time	Event	Comments
5/31/2024 - 0837hrs	Major water main break at Boone/Brawley.	Incident begins
5/31/2024 - 1019hrs	GWCCA starts seeing water pressure levels drop.	Troubleshooting begins
5/31/2024 - 1053hrs	Engineering staff arrive at Emergency Operations Center (EOC)	Incident Commander
5/31/2024 - 1055hrs	Sales team, in consultation with our engineering staff, advises in house clients of the water pressure issue.	1300 people attending event. Event ends at 1330hrs.
5/31/2024 - 1101hrs	EOC fully activated	ESF partners arriving
5/31/2024 - 1115hrs	Mass notification alert goes out to all employees concerning water outage.	RAVE Alert
5/31/2024 - 1122hrs	Teams channel created to track water outage related activities.	Avoiding siloed planning and response.
5/31/2024 - 1131hrs	Fire Watch established in all areas of the GWCCA.	
5/31/2024 - 1213hrs	Purchasing orders portable restrooms for campus.	Restrooms arrive on campus at 1310hrs.
5/31/2024 - 1330hrs	First Teams leadership call convened.	Report out on campus status.



# Question or Comments

---

